



New Hampshire Department of Health and Human Services  
Refrigeration Equipment Maintenance and Repair Services for New Hampshire Hospital

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OFFICIAL RESPONSES TO VENDOR QUESTIONS  
RFB-2018-NHH-01-REFRI

No.	Question	Answer
1	<b>Section 3. Scope of Services, Sub-section 3.2.1:</b> How often do the ice machines have preventative maintenance performed currently?	Preventative Maintenance is performed on the ice machines every three (3) months for the condensers and every six (6) months for the evaporators and everything remaining that the manufacturer recommends.
2	<b>Section 3. Scope of Services, Sub-section 3.2.1:</b> How often does the remainder of refrigeration equipment (refrigerators, freezers) have preventative maintenance performed currently?	Preventative Maintenance is performed on the condensers on all of our remaining commercial refrigeration equipment every three (3) months and every year for the evaporators and everything remaining that is stated in the RFB.
3	<b>Appendix E, Cost Bid Sheet:</b> The Cost Bid Sheet asks for the hourly rate for "Normal Business Hours" and "Emergency Repair Services." Where should vendors list the cost for preventative maintenance?	Preventative Maintenance and Repairs (in Section 3. Scope of Services, Sub-section 3.2.), will be performed during normal business hours at the normal business hours hourly rate.
4	<b>Addendum #1, Section 4:</b> Why does Appendix E have a bid opening date of May 1, 2017?	May 1, 2017 is the date the RFB was published to the Department website. Bids are being accepted by the Department from May 1, 2017 through May 18, 2017, 2:00 PM.